

VETERINARY TECHNICIAN SERIES

Code No.	Class Title	Occ. Area	Work Area	Prob. Period	Effective Date	Last Action
4080	Veterinary Technician (General)	02	445	6 mo.	00/00/00	Rev.
4847	Veterinary Technician I	02	445	6 mo.	00/00/00	Rev.
4848	Veterinary Technician II	02	445	6 mo.	00/00/00	Rev.
4849	Veterinary Technician III	03	445	6 mo.	00/00/00	Rev.

Promotional Line: 373

Series Narrative

Employees in this series provide support and nursing care for animals undergoing surgery or treatment in an animal hospital/clinic or research laboratory. They apply or supervise nursing care of animals in the hospital/laboratory as directed by the veterinary technicians or clinicians in charge of the case. In addition they are a channel through which senior staff is made aware of patient and other problems. They prepare the equipment, machines, and monitoring equipment (such as ECG, arterial and central venous blood pressure devices, and blood gas instruments); train and direct lower level staff, technicians, veterinary medical students and veterinary technical students, or researchers; and/or work in an AVMA recognized specialty or subspecialty, a species-specific specialty area, or a specialized area of the hospital with a subspecialty-equivalent.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Veterinary Technician (General)

4080

Under the direction of a veterinarian, to provide standard paramedical support and nursing care for animals in a hospital/clinic and/or research or teaching laboratory; and/or to receive training in specialized paramedical veterinary activities. Employees in positions assigned to this class may work in a variety of areas within the field of laboratory/veterinary science (such as surgical, anesthesiological, or medical support activities).

A Veterinary Technician (General) typically—

1. provides standard paramedical support and nursing care, such as
 - a. assists faculty, staff, or students in identifying abnormalities, weighing, and conducting physical examinations of patients (such as taking body temperature, restraining animals, pulse rate, recording patient histories, and putting clinical pathology records in order).
 - b. provides nursing care, such as monitoring body functions (temperature, respiration, heartbeat, amount and frequency of food consumption, defecation, and urination) and noting any irregularities.
 - c. operates physiological support and monitoring devices (such as electrocardiograph and electroencephalograph) and is responsible for the maintenance of the equipment.
 - d. sets up laboratories for research and/or classroom use.
 - e. prepares a variety of animal species for surgical procedures.

- f. operates, cleans, and performs routine maintenance of equipment or instruments (such as respirators, nebulizers, blood gas analyzers, suction units, E.C.G., incubators, gas and steam autoclaves, anesthesia machines, and diagnostic x-ray equipment).
 - g. collects blood, fecal, and urine samples; prepares samples for laboratory analysis; and completes request forms for samples.
 - h. prepares, administers, and monitors a variety of analgesics, tranquilizers, restraint agents, and support drugs under direction; processes requests for pharmaceuticals.
 - i. keeps records of patient examinations, treatments, and drugs administered, IACUC protocols, surgery records, necropsies, etc.; inputs data into the health information system such as test results, procedures fees, may collect payment; maintains records of orders and inventory of pharmaceuticals.
 - j. assists in other areas of the hospital as workload demands, including hospital drug rooms, central sterile and other general or shared hospital areas.
 - k. interacts with clients in person or by phone in a professional manner.
2. under direction, receives training in specialized paramedical activities, such as learning to
- a. evaluate and utilize fluid therapy.
 - b. utilize highly sophisticated diagnostic equipment (such as the esophagoscope).
 - c. evaluate disease conditions and institute appropriate treatment.
 - d. maintain neonatal care units and breeding colonies; maintain and implement rodent health surveillance program.
 - e. assist with diagnostic procedures, assist with restraining animals including rodents, monitor patient recovery, provide medical care for hospitalized patients, including cleaning wounds, changing bandages, etc.
 - f. assist with pre-surgical set-up of operating rooms and supplies, clean and disinfect rooms and equipment, clean and organize operating rooms and treatment areas after use.
 - g. administer and monitor anesthesia.
 - h. induce, intubate, and monitor patient during procedure and during patient recovery for vital signs; maintain anesthetic equipment.
3. may supervise animal caretakers or explain procedures to students.
4. under the direction of a veterinarian or supervisor, may perform euthanasia.
5. performs other related duties as assigned.

Level II: Veterinary Technician I**4847**

The Veterinary Technician I provides skilled assistance to a veterinary clinician in the administration of veterinary medical care and student teaching. They work under direction from the clinician assigned to a case, following both written and oral instructions. They may also train and supervise/oversee lower level staff.

A Veterinary Technician I typically —

1. uses the basic knowledge and skills necessary to perform routine procedures and tasks with minimal direction or supervision.
2. coordinates schedule, receives and discharges patients, records patient information, provides patient care in accordance with instructions, and monitors patient condition and effectiveness of medications.
3. administers and monitors anesthesia.
4. induces, intubates, and monitors patient during procedure and during patient recovery for vital signs; maintains anesthetic equipment.
5. demonstrates and assists in instructing students in the proper use of equipment and supplies.
6. evaluates condition of medical equipment and ensures that all areas of the hospital/laboratory are stocked with proper supplies and equipment. Assists with the oversight of lower level veterinary technicians and/or staff which may include training and professional development.
7. assists with developing and conducting student/staff orientation.
8. assists faculty, staff and students in all aspects of paramedical support.
9. identifies and reports abnormalities in vital parameters.
10. provides client and/or investigator with veterinarian animal care education.
11. provides client, investigator, and/or referring veterinarians with information about section/service area procedures and the cost of services.
12. maintains appropriate records assuring accuracy and conformity to approved standards.
13. operates and maintains equipment and machinery relevant to the section/service area.
14. collects, stores and submits diagnostic samples.
15. may supervise staff including those within the specialty section/service area, which may include overseeing section/service area's needs and ensuring the orderly flow of the section/service area.
16. performs duties listed in lower level of this classification series.
17. performs other duties as assigned.

Level III: Veterinary Technician II**4848**

This is an intermediate-level specialized position for the Certified Veterinary Technician (CVT). The Veterinary Technician II has developed the skill and expertise to perform the responsibilities requisite within the specialty to which the CVT is assigned. They may in some section/service areas function as the lead technician and assist with coordinating activities within the section/service area or specialty. They also oversee the work of other veterinary technicians, veterinary students, graduate students/interns/residents, or other staff.

The Veterinary Technician II has **clinical expertise** in

- an AVMA recognized specialty or subspecialty such as: anesthesiology, animal behavior, cardiology, dental, dermatology, emergency and critical care, imaging, internal medicine, lab animal medicine, microbiology, nutrition, ophthalmology, oncology, pathology or surgery.
- OR
- a species-specific specialty area such as equine surgery, equine internal medicine, food animal surgery or food animal internal medicine.
- OR
- a specialized area of the hospital with a subspecialty-equivalent such as physical rehabilitation within the surgery section or radiation therapy within the imaging section or any other specialty as recognized by the department.

A Veterinary Technician II typically—

1. performs specialized, complicated procedures such as auriculopalpebral nerve blocks, organizing blood donor screening program, care of ventilator patients, service specific scheduling of students, etc. and tasks with minimal direction or supervision.
2. anticipates and provides specialized paramedical support and nursing care for animals in a hospital/clinic setting and/or research and/or teaching laboratory.
3. may supervise staff including those within the specialty section/service area which may include: assisting with hiring, training, corrective action, professional development, evaluating performance, approving time sheets, granting days off, overseeing section/service area employment needs and ensuring the orderly flow of the section/service area.
4. assists with creating and managing section/service area schedules; developing and conducting student/staff orientations and monitoring the monthly financial status of the section/service area.
5. recognizes abnormalities in vital parameters, assesses the significance of changes observed, and takes necessary and appropriate action as indicated.
6. provides client and/or investigator/referring veterinarians with specialized information about section/service area procedures and cost of services.
7. may assist the section/service head in developing standard operating procedures within the specialty section/service area.
8. collects, stores and submits diagnostic samples.

9. verifies condition of treatment areas and patient cages/stalls. Provides patient care and feeding in accordance with verbal or written instructions, monitors patient condition and effectiveness of medications.
10. draws blood, prepares for and assists with diagnostic procedures, provides medical care for hospitalized patients, including checking vital signs, cleaning wounds, changing bandages, monitoring incisions, placing catheters, administering medications and treatments as directed, monitoring intake and output levels, and exercising patients.
11. coordinates operating room turnaround as directed or in accordance with surgical schedules, Prepares patients with aseptic technique using knowledge of anatomy and surgical procedures. Assists clinicians/students with procedures in the surgical suites.
12. submits patient requests and completes digital acquisition of requests. Performs standard procedures per established protocol and techniques including presenting and/or positioning patient for study.
13. provides assistance with and instruction of veterinary students, including assistance with student labs. Assists and demonstrates proper animal restraint and handling. Performs student orientations and provides input on student evaluation and grading.
14. assists with hospital/laboratory inventory and maintenance, including cleaning and disinfecting cabinets, carts, counters, sinks and patient cages/stalls as necessary.
15. performs duties listed in lower level of this classification series.
16. performs other duties as assigned.

Level IV: Veterinary Technician III**4849**

This is a highly experienced and specialized position for the Certified Veterinary Technician (CVT) with demonstrable expertise in a specialty area and may have full engagement in clinical activities. The Veterinary Technician III has demonstrated extensive abilities in independent thinking, problem solving, and task resolution and is capable of exercising a great deal of independence of thought and judgment, even in unusual cases and assignments within the specialty area. The Veterinary Technician III has developed the skill and expertise to perform all the responsibilities requisite within the specialty to which the CVT is assigned. The level IV CVT may in some section/service areas coordinate activities within the section/service area or specialty and may supervise the work of other veterinary technicians, veterinary students, graduate students, residents/interns or other staff as well as may have budgetary responsibilities. The Veterinary Technician III may also demonstrate ability and comprehension of the specialty by conducting lectures or research within the specialty; attending educational conferences to learn more about the specialty; or receiving in-house training specific to the specialty area.

The Veterinary Technician III has **extensive clinical expertise** in

- an AVMA recognized specialty or subspecialty such as: anesthesiology, animal behavior, cardiology, dental, dermatology, emergency and critical care, imaging, internal medicine, lab animal medicine, microbiology, nutrition, ophthalmology, oncology, pathology or surgery.
- OR
- a species-specific specialty area such as equine surgery, equine internal medicine, food animal surgery or food animal internal medicine.

OR

- a specialized area of the hospital with a subspecialty-equivalent such as physical rehabilitation within the surgery section or radiation therapy within the imaging section or any other specialty as recognized by the department.

A Veterinary Technician III typically—

1. independently performs **specialized, complicated** procedures and tasks such as, troubleshooting endoscopy equipment; upper level supervisory roles (time approval, leave approval, holiday schedules); knowledge base and experience to triage non-emergent versus emergent issues for the referring veterinarian; and ordering service specific equipment.
2. anticipates and provides advanced and specialized paramedical support and nursing care for animals in a hospital/clinic setting, research, and/or teaching laboratory.
3. may supervise staff or supervise/manage a job function within the specialty section/service area which may include: hiring, training, corrective action, professional development, evaluations, approval of time sheets and/or leave, managing a section/service area's staffing needs and ensuring the orderly flow of the section/service area.
4. instructs Veterinary Technicians I and II, staff, and/or students in areas of specialized patient care, clinical protocols and procedures.
5. provides input/solutions to administration pertaining to hospital-wide issues and attends hospital meetings.
6. assists the section/service head in developing and setting standard operating procedures within the specialty section/service area.
7. creates and manages section/service area schedules.
8. monitors the monthly financial status of the section/service area; may develop and manage budgets.
9. communicates/demonstrates mastery of highly specialized skills.
10. administration of chemotherapy, use and maintenance of endoscopy or fluoroscopy for specialized diagnostics.
11. conducts chemical analysis of body fluids, including blood, urine, or spinal fluid, to determine presence of normal or abnormal components.
12. analyzes laboratory findings to check the accuracy of the results.
13. enters data from analysis of medical tests or clinical results into computer for storage.
14. operates, calibrates, or maintains equipment used in quantitative or qualitative analysis, such as spectrophotometers, calorimeters, flame photometers, or computer-controlled analyzers.
15. performs critical care/emergency techniques.

16. uses and maintains specialized surgical equipment and instruments.
17. preparation and coordination of immunotherapy protocols, and skill/proficiency in diagnostic radiography.
18. perform duties listed in lower level of this classification series.
19. performs other duties as assigned.

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:

Level I: Veterinary Technician (General)

4080

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Successful completion of a veterinary technology program accredited by the American Veterinary Medical Association (AVMA).

****Possession of certification at the time of appointment may be required depending on the position and the equipment to be maintained.***

(Current exam has #2 as Proof, within the 6-month probationary period, of certification as a Veterinary Technician by the Illinois Department of Financial and Professional Regulation (IDFPR)).

KNOWLEDGE, SKILLS, AND ABILITIES (KSAs)

1. Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
2. Medicine and Dentistry — Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures.
3. Mathematics — Knowledge of arithmetic and algebra and their applications.
4. Chemistry — Knowledge of the chemical composition, structure, and properties of substances and of the chemical processes and transformations that they undergo. This includes uses of chemicals and their interactions, danger signs, production techniques, and disposal methods.
5. Knowledge of good laboratory practices in order to train lower level technicians, post doctoral fellows, and veterinary and veterinary technology students.
6. Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

7. Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
8. Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
9. Speaking — Talking to others to convey information effectively.
10. Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.
11. Coordination — Adjusting actions in relation to others' actions.
12. Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
13. Reading Comprehension — Understanding written sentences and paragraphs in work related documents.
14. Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
15. Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
16. Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.
17. Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
18. Written Comprehension — The ability to read and understand information and ideas presented in writing.
19. Documenting/Recording Information — Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
20. Getting Information — Observing, receiving, and otherwise obtaining information from all relevant sources.
21. Communicating with Supervisors, Peers, or Subordinates — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.

22. Inspecting Equipment, Structures, or Material — Inspecting equipment, structures, or materials to identify the cause of errors or other problems or defects.
23. Performing General Physical Activities — Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials.

Level II: Veterinary Technician I**4847**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Successful completion of a veterinary technology program accredited by the American Veterinary Medical Association (AVMA).
2. **Current** certification as a Veterinary Technician by the Illinois Department of Financial and Professional Regulation (IDFPR).
3. One (1) year (12 months) of veterinary experience comparable to that performed at the Veterinary Technician (General) level of this series or in other positions of comparable responsibility.

KNOWLEDGE, SKILLS, AND ABILITIES (KSAs)

1. Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
2. Medicine and Dentistry — Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures.
3. Mathematics — Knowledge of arithmetic and algebra, and their applications.
4. Chemistry — Knowledge of the chemical composition, structure, and properties of substances and of the chemical processes and transformations that they undergo. This includes uses of chemicals and their interactions, danger signs, production techniques, and disposal methods.
5. Knowledge of good laboratory practices in order to train lower level technicians, post doctoral fellows, and veterinary and veterinary technology students.
6. Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
7. Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

8. Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
9. Speaking — Talking to others to convey information effectively.
10. Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.
11. Coordination — Adjusting actions in relation to others' actions.
12. Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
13. Reading Comprehension — Understanding written sentences and paragraphs in work related documents.
14. Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
15. Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
16. Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.
17. Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
18. Written Comprehension — The ability to read and understand information and ideas presented in writing.
19. Documenting/Recording Information — Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
20. Getting Information — Observing, receiving, and otherwise obtaining information from all relevant sources.
21. Communicating with Supervisors, Peers, or Subordinates — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
22. Inspecting Equipment, Structures, or Material — Inspecting equipment, structures, or materials to identify the cause of errors or other problems or defects.

23. Performing General Physical Activities — Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials.

Level III: Veterinary Technician II**4848**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Successful completion of a veterinary technology program accredited by the American Veterinary Medical Association (AVMA).
2. **Current** certification as a Veterinary Technician by the Illinois Department of Financial and Professional Regulation (IDFPR).
3.
 - A. Three (3) years (36 months) of progressively more responsible veterinary experience gained as a Veterinary Technician (GENERAL) or in other positions of comparable responsibility.
 - OR
 - B. Two (2) years (24 months) of progressively more responsible experience gained as a Veterinary Technician I.
 - OR
 - C. Three (3) years (36 months) of progressively more responsible experience in an AVMA recognized specialty or subspecialty, a species-specific specialty area, or a specialized area of the hospital with a subspecialty equivalent.

KNOWLEDGE, SKILLS, AND ABILITIES (KSAs)

1. Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
2. Medicine and Dentistry — Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures.
3. Mathematics — Knowledge of arithmetic and algebra and their applications.
4. Chemistry — Knowledge of the chemical composition, structure, and properties of substances and of the chemical processes and transformations that they undergo. This includes uses of chemicals and their interactions, danger signs, production techniques, and disposal methods.
5. Knowledge of good laboratory practices in order to train lower level technicians, postdoctoral fellows, and veterinary and veterinary technology students.
6. Knowledge of veterinary technician's duties and responsibilities in order to evaluate and counsel lower level technicians on their work performance and technical progress.

7. Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
8. Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
9. Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
10. Speaking — Talking to others to convey information effectively.
11. Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.
12. Coordination — Adjusting actions in relation to others' actions.
13. Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
14. Reading Comprehension — Understanding written sentences and paragraphs in work related documents.
15. Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
16. The ability to manage a multi-unit service program staffed by lower level technicians.
17. The ability to develop and implement operating procedures for use by lower level technicians and to assess their ability to follow the procedures.
18. The ability to develop specifications for standing orders, service contracts, and bid documents.
19. The ability to prepare budgets for investigator's grants and contract proposals.
20. Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
21. Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.
22. Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

23. Written Comprehension — The ability to read and understand information and ideas presented in writing.
24. Documenting/Recording Information — Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
25. Getting Information — Observing, receiving, and otherwise obtaining information from all relevant sources.
26. Communicating with Supervisors, Peers, or Subordinates — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
27. Inspecting Equipment, Structures, or Material — Inspecting equipment, structures, or materials to identify the cause of errors or other problems or defects.
28. Performing General Physical Activities — Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials.

Level IV: Veterinary Technician III**4849****CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER**

1. Successful completion of a veterinary technology program accredited by the American Veterinary Medical Association (AVMA).
2. **Current** certification as a Veterinary Technician by the Illinois Department of Financial and Professional Regulation (IDFPR).
 - A. Five (5) years (60 months) of progressively more responsible paramedical veterinary experience gained as a Veterinary Technician (GENERAL) or in other positions of comparable responsibility.

OR
 - B. Four (4) years (48 months) of progressively more responsible experience gained as a Veterinary Technician I.

OR
 - C. Three (3) years (36 months) of progressively more responsible experience gained as a Veterinary Technician II.

OR
 - D. Four (4) years (48 months) of progressively more responsible experience in an AVMA recognized specialty or subspecialty, a species-specific specialty area, or a specialized area of the hospital with a subspecialty equivalent.
3. Two (2) years (24 months) of the work experience at a lead worker or supervisory level or coordinating/managing an area.

KNOWLEDGE, SKILLS, AND ABILITIES (KSAs)

1. Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
2. Medicine and Dentistry — Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures.
3. Mathematics — Knowledge of arithmetic, algebra, and their applications.
4. Chemistry — Knowledge of the chemical composition, structure, and properties of substances and of the chemical processes and transformations that they undergo. This includes uses of chemicals and their interactions, danger signs, production techniques, and disposal methods.
5. Knowledge of good laboratory practices in order to train lower level technicians, postdoctoral fellows, and veterinary and veterinary technology students.
6. Knowledge of veterinary technician's duties and responsibilities in order to evaluate and counsel lower level technicians on their work performance and technical progress.
7. Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
8. Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
9. Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
10. Speaking — Talking to others to convey information effectively.
11. Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.
12. Coordination — Adjusting actions in relation to others' actions.
13. Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
14. Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

15. Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
16. The ability to manage a multi-unit service program staffed by lower level technicians.
17. The ability to develop and implement operating procedures for use by lower level technicians and to assess their ability to follow the procedures.
18. The ability to develop specifications for standing orders, service contracts, and bid documents.
19. The ability to prepare and interpret cost study data for the purpose of setting rates that reflect actual cost.
20. The ability to prepare budgets for investigator's grants and contract proposals.
21. The ability to prepare and manage income account budgets and prepare reports reflecting activity levels.
22. Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
23. Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.
24. Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
25. Written Comprehension — The ability to read and understand information and ideas presented in writing.
26. Documenting/Recording Information — Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
27. Getting Information — Observing, receiving, and otherwise obtaining information from all relevant sources.
28. Communicating with Supervisors, Peers, or Subordinates — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
29. Inspecting Equipment, Structures, or Material — Inspecting equipment, structures, or materials to identify the cause of errors or other problems or defects.

30. Performing General Physical Activities — Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials.

DRAFT 4.28.14